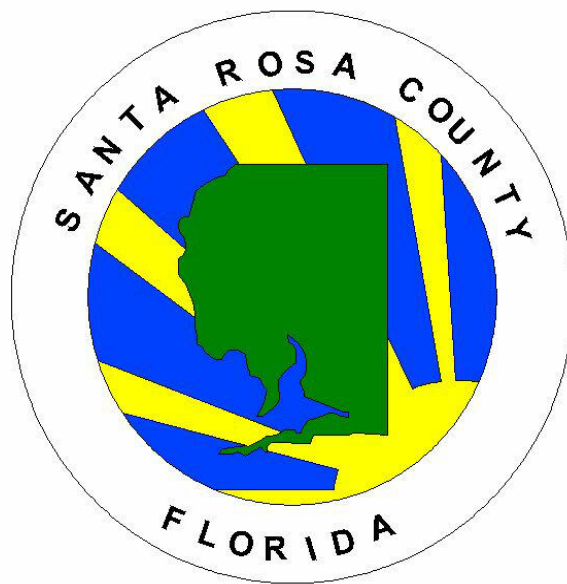# APPENDIX 6

EMERGENCY MANAGEMENT COMMUNICATIONS SOG

SRC EMERGENCY MANAGEMENT COMMUNICATIONS-STANDARD OPERATING GUIDELINES

Santa Rosa County Emergency Management has established Standard Operating Guidelines (SOGs) to be used by emergency management staff for dispatching or communicating with emergency responders. These SOGs have been included to provide additional insight into the role of emergency management communicators in Santa Rosa County.

The SOGs are broad in scope, and are complementary to the state of the art priority dispatching system in use at the Emergency Communications Center.

Deviations from these guidelines may be necessary and therefore the SOG's may not represent the specific actions that will be taken by emergency management in all situations. It is impossible to develop guidelines for every situation that might occur; therefore in situations not covered by specific instruction, decisions must be governed by common sense and judgment on the part of communications personnel.

Only selected sections relevant to the CEMP, specifically Sections, 5, 6, and 10, have been included.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	State Warning Point	Revised: 01/28/2004
Section:	5.0 Number: 5.01	Effective: 04/03/1996
Authority:	Sheryl Bracewell	HR approval:

Summary: The following criteria can by used as a guide for incident reporting to the Division of Emergency Management State Warning Point (SWP). This should only be used as guidance, when in doubt contact SWP for further assistance.

Policy:
1. HAZMAT Incidents – Petroleum based Spills:
   a. Spills into / involving state waterways (any amount)
   b. Spills of, or exceeding 25 gallons (or potential greater than 25 gallons)
   c. Spills requiring any state / federal notification or assistance
2. HAZMAT Incidents – Chemical Spills
   a. Any amount of chemicals or Hazardous Materials is reportable.
   b. All SARA / EHS / CERCLA (section 304) releases
   c. All spills threatening population or the environment.
   d. All spills requiring evacuation.
3. Weather Incidents:
   a. Any incident associated with weather phenomena involving possible / actual damage to property or persons.
   b. Wind damage.
   c. Tornadoes
   d. Lightning strikes to a major facility
   e. Flooding
4. Transportation Incidents:
   a. Incidents involving major thoroughfare closures
   b. All aircraft incidents
   c. All railroad incidents
   d. Incidents involving mass casualties
   e. All major incidents involving multiple automobiles, commercial vehicles / vessels.
5. Fire Incidents:
   a. All forest fires
   b. Fires involving chemicals or significant amounts of petroleum products
   c. Large or multiple structure fires
6. Radiological Incidents:
   a. All incidents involving suspected / actual radioactive materials
   b. All incidents concerning nuclear power plants

Section: 5.0   Number: 5.01

7.   General Incidents:
       a.   Sinkholes
       b.   Public water source contamination
       c.   National Security
       d.   Medical waste
       e.   Immigration issues
       f.   Potential / actual dam failures
       g.   Civil disturbances
       h.   Other:
              H1.   Incidents with potential effects to adjacent counties / states
              H2.   Incidents requiring mutual aid assistance from state / federal / county
                     agencies
              H3.   Incidents with prolonged effect on public utilities
              H4.   Incidents involving potential / actual evacuations
8.   Any reportable incident occurring within a municipality will be reported to the SWP through
      the Santa Rosa County Emergency Management Agency or the ECC.
9.   When in doubt, call State Warning Point.
10.   "Sara Title III How-To-Comply" handbook is located in the Emergency Communications
      Center.

SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES

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Subject: Emergency Satellite Communications System   Revised: 01/28/2004
Section: 5.0   Number: 5.02   Effective: 04/03/1996
Authority: Sheryl Bracewell   HR approval:

Summary: The ESATCOM will be used for communications between State Warning Point (SWP) and Santa Rosa County. Configuration consists of one Hughes Digital Interface Unit (DUI – personal earth station), a one-meter dish, serial printer and NCR model 3333 computer located at the Emergency Management Office at 4499 Pine Forest Rd, Milton, FL. The following procedures will be followed:

Policy:
1.   The ECC operators will use clear and distinctive voice enunciation.
      a.   Ten signals and / or codes will not be used at any time
      b.   Profanity and slang is prohibited as outlined by the FCC.
      c.   Violations may result in disciplinary action or termination.
2.   For criteria to be used as guidelines for contacting SWP, see SOP pages 5-01 and 5-02.
      a.   These are guidelines only, if in doubt, contact SWP.
3.   The handset is operated in the following manner:
      a.   Lift the handset from the cradle.
      b.   Depress the button located on the underside of the handset and MAINTAIN THE BUTTON IN A DEPRESSED MANNER UNTIL YOU HEAR A TONE IN THE RECEIVER.
      c.   Begin your message by identifying our agency as Santa Rosa County or Santa Rosa County Emergency Communications to State Warning Point.
      d.   Let the handset button up to hear the reply.
            1.   The knob on the front of the phone is the volume control and may be adjusted accordingly but should never be turned off or too low to hear.
      e.   Continue your broadcast advising SWP of all pertinent information.
      f.   At the end of your transmission, use the term "over" to advise SWP that you are finished with your message and awaiting a reply.
      g.   SWP should advise you of any instructions at this point.
      h.   Upon completion of your conversation, state Santa Rosa County clear and hang up the phone.
4.   For any problem with the ESATCOM equipment (voice or data) contact the Communications Manager.

Section: 5.0   Number: 5.02

5.   The computer must remain on twenty-four hours a day and must be in the ProComm Plus program or ProComm Plus may be minimized.

6.   To make data connection follow as indicated below:

    a.   Type the word CALL (space) and enter the station's number or, using the mouse, you can place the arrow on one of the pre-selected stations, depressing ENTER key on the mouse.

    b.   Press the CONTROL key and G, three times to send an alert to the station being called.

    c.   Once you are connected to the station being called, you should see Connection established.

    d.   Type the message that needs to be sent and wait for a reply if appropriate.

    e.   When the message is completed, indicate that this is the end of the message by typing "end', 'over' or 'Santa Rosa County clear."

    f.   Using your mouse, place the arrow on the CLEAR indicator, depressing ENTER key on the mouse.

7.   ESATCOM sites and data connection numbers are listed on the ESATCOM map above the ESATCOM computer.

8.   The digital interface unit should be in blank dot mode.

    a.   There should be four lights (or dots) flashing on and off.

    b.   Anything other than this blank dot mode indicates a problem.

9.   There are two methods of printing:

    a.   Prior to connecting to the station being called, click on the printer icon, make your connection, type and transmit your message, disconnect and clear and then click on your print icon again.

    b.   After connection has been made, and the message is typed and transmitted, click on your scroll icon, go to EDIT, select screen to printer for printing of everything shown on the screen.

    c.   If you need everything printed, go to EDIT, select scroll-back buffer to printer.

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Subject:	Dialogic			Revised:	01/28/2004
Section:	5.0	Number:	5.03	Effective:	04/03/1995
Authority:	Sheryl Bracewell			HR approval:	

Summary: Establish procedures for activating the Dialogic, a community-alerting device. Activation authorization must come from the Emergency Management Director or his/her representative, i.e.; Fire Chief, SAR Operations Officer, Law Enforcement Officer or ECC Management.

Policy:

1. The person requesting activation will provide ECC with the following information:
   a. The area needing notification; Also will advise the ECC whether an area needs to be EVACUATED, residence to SHELTER-IN-PLACE and any other pertinent information, i.e. direction to evacuate, turn off gas, water or power.
2. To activate the system use the step-by-step procedures located at the Dialogic workstation.

3. The ECC operator must speak clearly into the microphone on the headset while the message is read and being recorded.
   a. This is the message that will be provided to the affected area by telephones.

SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES

Subject:	Mobile Command Post	Revised:	01/28/2004
Section:	5.0 Number: 5.04	Effective:	12/20/1995
Authority:	Sheryl Bracewell	HR approval:	

Summary: These procedures should be followed when activation of the Mobile Command Post is requested. The Emergency Management Director, SAR Operations Officer is authorized to direct this action on the Mobile Command Post.

Policy:

1.   The ECC will contact the MCP (Mobile Command Post) group advising them the following information:
    a.   Nature of the incident
    b.   Location of the staging area
2.   The on call MCP Operator responding will notify the ECC within 5 minutes of receipt of page. If no response within 5 minutes place a second page. If there is still no response notify the SAR Operation's Officer.
3.   If there is a question regarding the activation of the Mobile Command Post, contact the SAR Operation's Officer.

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Subject:	Evacuation Notice / Warning		Revised: 01/28/2004
Section:	5.0 Number: 5.06		Effective: 02/13/1996
Authority:	Sheryl Bracewell		HR approval:

Summary: Low-lying areas within the County are vulnerable to hurricane driven storm surges while rising rivers, drainage problems, or heavy rainfall could affect other areas. Other incidents of fixed facility or transportation accidents involving the release of hazardous materials may require evacuation or shelter-in-place. Fires, civil disturbances, law enforcement requirements, and other situations could warrant some type of evacuation.

Policy:

1. The Board of County Commissioners, County Administrator, Sheriff, Fire Chief, or the Emergency Management Director normally gives evacuation orders.
   a. In the event of immediate threat to life or property, the Incident Commander on the emergency scene and / or the ECC Specialist may activate evacuation procedures.
2. Evacuation Notice Resources:
   a. Emergency vehicles equipped with sirens and PA systems can be used to drive through an area.
   b. Door-to-door notification by uniformed law enforcement, fire fighter, search and rescue, or others may be available.
   c. The Public Information Officer at the Emergency Management Office usually handles news releases to local radio and TV stations.
      c1. In an emergency, immediately contact the Emergency Alert System (WCOA), for an emergency broadcast.
   d. Activation of the siren system in Pace for CHEMICAL RELEASE ONLY
      d1. Siren can be activated by the ECC.
   e. Life Flight helicopter with PA system may be used during non-medical emergencies.
3. Activation of the Dialogic
   a. This telephone call-up system can be activated to call up any geographical area.
   b. Authority to activate this system is limited to the Emergency Management Director, Haz-Mat Coordinator, ECC Manager, ECC Operations Supervisor, 911 Coordinator Emergency Medical Services Director, Incident Commander or the ECC Specialists.

Section: 5.0   Number: 5.06

4.   For water related emergencies, boats with sirens and PA systems can be used.
   a.   Santa Rosa Search & Rescue
   b.   Santa Rosa Sheriff's Department
   c.   Gulf Breeze VFD and PD
   d.   Skyline VFD
   e.   Florida Marine Patrol / Florida Game & Fish Commission
   f.   U.S. Coast Guard
   g.   NAS Pensacola

5.   The Emergency Management Director, or his designated alternate, may authorize a cable TV over-ride or interruption. This would interrupt cable TV in Santa Rosa County with a tone and blackout screen, and allow us to give a live message regarding the emergency.
6.   Other resources may be available and used at the discretion of the Incident Commander or the ECC Specialists.
7.   Traffic Control from the evacuation area to a safe area, along with security of the evacuated area is the responsibility of the Sheriff's Office or Police Department.
8.   Notify the County PIO.

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Subject:	Evacuation Shelters		Revised: 01/28/2004
Section:	5.0 Number:	5.07	Effective: 02/13/1996
Authority:	Sheryl Bracewell		HR approval:

Summary: To provide temporary shelter to evacuees of any specific emergency situation. Emergencies such as hurricanes, floods, fires, hazardous materials release, and etc., will result in people being displaced from their homes. For situations outside of our county, we may be called upon to provide host sheltering.

Policy:
1. Placement for isolated cases:
    a. For 20-30 evacuees, the American Red Cross may consider placement in a local motel.
    b. The American Red Cross may contact a local church for the use of specialty buildings available (Host Shelters).
2. Risk Shelters:
    a. For a large number of evacuees, the following flow chart will be used for opening evacuation centers:
        1. The Emergency Management Director and the American Red Cross will together determine when there is a need to open a shelter.
        2. The Emergency Management Director, or Deputy Director, will call the Assistant Superintendent and/or Assistant and request that the school be opened.

    b. The Red Cross primary shelters to be opened may be:
        1. Milton Community Center
        2. Avalon Middle School
        3. Sims Middle School
        4. Dixon Intermediate School

    c. Special needs shelter to be opened will be:
        5. Sims Middle School-North

Section: 5.0   Number: 5.07

3.   Host Shelters:
a.   Notify the Emergency Management Director and American Red Cross
      representative.
b.   Although the county or parts thereof may not be threatened, sheltering may be
      required for evacuees from risk areas outside the county.
c.   Schools may not be selected if still in session and other facilities i.e. churches will be
      used, under the auspices of the American Red Cross (ARC).

d.   Security and crowd control will be the responsibility of the Sheriff's Office.

e.   The Amateur Radio Emergency Services (ARES) is responsible for providing
      communications in the centers.

f.   The county PIO will be contacted.

Note: Milton Community Center on a small-scale evacuation may be used for regular and
special needs.

SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES

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Subject: Aircraft Incidents   Revised: 01/28/2004
Section: 5.0   Number: 5.08   Effective: 04/04/1995
Authority: Sheryl Bracewell   HR approval:

Summary: To establish procedures to be used for Emergency Management in cases of incidents involving aircraft

Policy: In the event of a report of an aircraft crash or in flight emergency, the following procedures will be followed.

Procedures:
1. Dispatch the appropriate fire department or department(s) depending on the size of the aircraft.
    a. The type of aircraft should be provided on the initial dispatch if it is known (Ultra-light, helicopter, crop duster, etc.).
2. Dispatch the appropriate medical unit(s) depending on the size of the aircraft. This should be done simultaneously with procedure #1.
3. Dispatch Baptist Life Flight or Air Heart to the scene. (If unavailable, contact the Escambia County Sheriffs Office).
    a. Assistance locating the aircraft
    b. Gaining access where emergency vehicles might not be able.
4. Notify SAR Operations Officer, MCP (Mobile Command Post) EMSV, and EMS Admin via alphanumeric pagers providing as much information as possible.
5. Notify the appropriate law enforcement agency.
6. For known military aircraft, notify Whiting Field Operations Duty Officer (ODO). If unable to contact ODO, call Whiting Field Fire Department.
7. Notify the Federal Aviation Administration.
8. Notify State Warning Point
9. Document all information on the proper CAD report.
10. Notify the County PIO.

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Subject:	Hazardous Materials Incident		Revised: 01/28/2004
Section:	5.0	Number: 5.09	Effective: 09/27/1994
Authority:	Sheryl Bracewell		HR approval:

Summary: In the event of a possible hazardous materials incident, whether known or suspected, the following procedures will be followed in order.

Policy:

1. Obtain as much of the following information from the caller as possible:
   a. Caller's name
   b. Address of the location of the incident
   c. Telephone number where the caller can be reached
   d. Type of vehicle or container involved
   e. Presence of injured persons
   f. Presence of smoke, fire, or fumes
   g. Presence of markings, labels, or placards on vehicle or container
   h. Carriers name, address and phone number
2. Determine wind direction and speed, refer to the DOT Emergency Response Guide book and if possible, advise the caller of protective and safety measures.
3. Contact the following agencies or personnel advising a possible "Hazardous Materials Situation", providing wind direction and speed.
   a. The fire department having jurisdiction over the incident, for incident command, staging, site control, and further identification of the materials
   b. Haz-Mat group page
   c. County Risk Manager
   d. Law Enforcement agency having jurisdiction, to report to staging area for aid in control and evacuation
5. Any time that DEP is requested contact the State Warning Point and they in turn will contact DEP for ECC.
6. Emergency Medical Services, to report to staging area to handle injured victims.
7. No one shall approach the scene unless the incident commander is sure a safe level of protective gear is being worn, and adequate equipment is in place to protect the first responders. The Safety Officer has the authority to override the incident commander's decision.
8. Notify State Warning Point
9. Other resources as determined by the Incident Command.
10. Notify the County PIO.

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Subject:	Uniform Hazardous Materials Classification		Revised: 01/28/2004
Section:	5.0 Number: 5.10		Effective: 10/31/1997
Authority:	Sheryl Bracewell		HR approval:

Summary: To establish a classification system as a part of standard procedures in order to ensure that Florida maintains a uniform system for classifying and reporting hazardous materials incidents

Policy:

1. Category I
   a. Severity of Incident: Minor – A spill, release or potential release of known hazardous substance. No deaths, if injuries minor in nature.
   b. Extent of Incident: Limited to initial area of involvement and unlikely that it will spread. In example a single structure or area of 300 feet or less.
   c. Type of Material Involved: Identified hazardous substance that is not radioactive, water reactive or hypergolic. Generally a flammable or combustible liquid could also include limited amounts of corrosives.
   d. Amount of Material Involved: A limited amount of a hazardous substance or smaller container. Would generally be less than 55 gallons.
   e. Population Affected: Evacuation will be limited to the immediate area that can be evacuated in a short period of time for a limited duration (evacuation duration usually does not exceed 4 hours). A limited number of the populace will be affected.
   f. Resources: Local resources can handle, includes automatic mutual aid agreements.

2. Category II
   a. Severity of Incident: Moderate – A spill, release or potential release of known or unknown hazardous substance. No deaths, injuries can be minor to severe.
   b. Extent of Incident: Release may not be controllable without special resources. Limited to several blocks or buildings.
   c. Type of Material Involved: Unknown hazardous substance or hazardous substance that is toxic, reactive, flammable, radioactive, corrosive, or biological in nature.
   d. Amount of Material Involved: An amount limited by the size of the container and the release from it. For example a small leak from a tanker that is controlled would be a level II where a complete failure releasing the entire contents would be a level III or IV.
   e. Population Affected: Evacuating will be confined to a designated area that local resources can achieve, extended sheltering is not required.
   f. Resources: Local response agencies may need assistance from outside sources.
   g. Notification: Requires notification of the State Warning Point at (800) 320-0519 or (850) 413-9911.

3. Category III
    h. Severity of Incident: Severe – A spill, release or potential release of a hazardous substance with an associated fire, explosion or toxic / corrosive cloud. Injuries or deaths may have already occurred.
    i. Extent of Incident: Large area may be impacted possibly disrupting essential community services. Extensive environmental contamination is possible.
    j. Type of Material Involved: Unknown hazardous substance or hazardous substance that is capable of producing a toxic / corrosive gas cloud, is highly reactive or unstable, is a flammable gas or produces significant flammable vapors, is radioactive or chemical / biological pathogen.
    k. Amount of Material Involved: Large amount of hazardous material or limited amount of very dangerous substance.
    l. Population Affected: Presents an immediate danger to the public and operating personnel. Evacuation will require movement of large numbers of the populace and / or extending over areas that will have a significant impact on the community. It may require activation of shelters for evacuees.
    m. Resources: Local response agencies will need assistance from outside sources.
    n. Notification: Requires notification of the State Warning Point at (800) 320-0519 or (850) 413-9911.
4. Category IV
    a. Severity of Incident: A spill or release of a hazardous substance that has resulted in a serious fire, explosion or environmental contamination over an extended area.
    b. Extent of Incident: Has an impact over a wide area with the probability that it will spread to a larger area. The area impacted can be smaller in a highly urbanized area with a large population impacted.
    c. Type of Material Involved: A known or unknown hazardous substance that can be highly toxic, very reactive or unstable, flammable or explosive, or etiological agents that are extremely pathogenic.
    d. Amount of Material Involved: A hazardous substance in a large amount that can affect a large area.
    e. Population Affected: Evacuation will affect a large area and will have to be done in stages taking several hours or more (evacuation duration could exceed several days). A large number of the populace is affected. Presents an immediate danger to the public and operating personnel.
    f. Resources: Mutual aid will be needed with a need for a large numbers of resources.
    g. Notification: Requires notification of the State Warning Point at (800) 320-0519 or (850) 413-9911.
5. All levels may involve evacuation from very limited to large scale over considerable periods of time. The resources required at the different levels will depend on the urbanized area and the size (resources) of response agencies.

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Subject:	Air Products Emergency Alarm		Revised: 01/28/2004
Section:	5.0 Number: 5.11		Effective: 04/02/1998
Authority:	Sheryl Bracewell		HR approval:

Summary: To establish procedures in providing efficient notification to citizens and appropriate assistance in time of emergency situations arising within Air Products Chemical Plant.

Policy: Air Products will immediately notify ECC with alarm information. The ECC will immediately begin following procedures until notified by Air Products that an emergency requiring assistance and/or off site notifications no longer exists.

Procedures:
1. Incident notification will be conducted by Air Products. The transmission should sound like, "This is Air Products Incident Command. We have a plant alarm (fire or chemical release if known) and are checking it out. I will get back with further information as soon as possible."
2. Dispatch Pace VFD to stand by at their station for an emergency alarm.
3. Pace VFD will activate Pace Command at the main station.
4. Transmit notification to Air Products that Pace Command is activated and to switch to channel 2.
5. Pace Command will handle all communications regarding the incident.
6. If available, a Communications Specialist will report to Pace VFD to handle communications.
7. Monitor Pace VFD channel on back-up radio.
8. **Chemical Release Alarm**   **Fire Alarm**

   Air Products will provide: Air Products will provide:
   a. Chemical name / UN number   a. Type of fire
   b. Category of release   b. Request for response
   c. Recommended protective action   c. Size of fire if available
   d. Siren site activation for off site impact d. Any other pertinent information
9. Dispatch all appropriate agencies for the type of incident.
   a. EMS
   b. Emergency Management. (See section 5.0 number 5.09).
   c. Law Enforcement
9. Provide responders with all pertinent information regarding the incident.
10. Using the Air Products weather equipment, provide wind direction and speed.
11. Provide any information to allow responders to take necessary safety precautions.
12. Using Air Products Siren Activation Guide, initiate an immediate community alert message.
13. Air Products Zone Maps may be utilized for additional notifications.

15.   Notify State Warning Point.
16.   Notify the County Public Information Officer to prepare a news release.
17.   Notify the County Administrator, Risk Manager, Chairman of the Board of County
        Commissioners and District Commissioner.
18.   Familiarize yourself with the Air Products and Chemicals Off Site Impact notification Guide
        attached to this policy.

Emergency Procedures Manual
502.1 – APCI and Santa Rosa County Off Site Impact Notification Guide
Rev.4 – 1 March 2000

Air Products and Chemicals / Santa Rosa County
Off Site Impact Notification Guide

Hazard Analysis
- Methylamines and Ammonia have the potential for off site impact.

<u>Action by Air Products Incident Commander</u>
- Immediately make initial 911 notifications per Incident Command Checklist.
  "This is Air Products Incident Command. Be advised, we have a plant <u>fire or chemical release</u> alarm and are checking it out. I will get back with further information as soon as possible."
- Determine: (information from Production Department involved)
  - Material and state (liquid or vapor)
  - Size of leak
  - Pressure
  - Wind Direction
- Confirm that all Energy Sources (flows of materials) are isolated.
- Use Emergency Response Guideline in this document to determine Impact Distance. (Rule of thumb for estimated impact – 5 times the distance of the visible vapor cloud.) Will the release have off site impact?

No
  - Immediately Notify 911 "Our emergency will not have an off site impact."
  - Manage incident per Standard Operating Procedures and frequently evaluate potential for off site impact.
  - If the unit has made Agency Notifications, follow up with a 911 courtesy call as soon as practical. (Type B Response per the Chemical Notification Release Procedure)

YES
  - Determine which Community Alert Siren to Activate. (Refer to Community Siren Activation Guide).
  - Instruct Security to activate the Community Siren System
  - IMMEDIATELY NOTIFY 911 with the following message format:
        (If you call from cellular you may reach Escambia 911, just ask for Santa Rosa 911 and they will transfer the call)
        (If by radio, contact County Fire)
    "This is Air Products' Incident Command. We have a plant emergency in Area (A or B) involving the release of _____(Full Chemical Name and UN Number).

Full Chemical Name	UN Number
Anhydrous Ammonia	1005
Dimethylamine	1032
Trimethylamine	1083
Monomethylamine	1061

"This is a (small / medium / large) release. We have activated the (locations) _____ community sirens. The recommended initial protective action is SHELTER IN PLACE."

"We (do / do not) need assistance at the plant at this time."

- Activate the Plant EOC.
- Initiate Call out of APCI Management and Off Site Impact Team.
- County Fire (911) will advise when Pace Command is in service.
- When Pace Command is in service, change county radio to Channel 2 (Pace) – all communications to Pace Command.
- Advise 911 immediately when emergency is under control.

Action by 911 After Receiving Notification

Initial Notification
- Place Pace Fire Department on standby at their station.
- Alert EMA.
- Prepare for Community Alert.

Advised of Off-Site Community Impact
- Initiate a community alert to affected zones based on siren alert zones.
- Initiate the Television and Radio Emergency Alert System.

Emergency Response Guideline
Ammonia

1. Determine the Size of the Release
    Refer to ECC Version

2. Determine the Possible Impact Distance

Size	Possible Impact Distance (Miles)	Protection Action Recommended	Odor (Miles)
Small	1/3	No Off Site Impact	1 - 2
Medium	1	Shelter in Place	2 - 5
Large	2	Shelter in Place	5 - 10

3. Will the release have off site impact?
    Yes – Go to the Community Activation Guide
    No – Go to the Action Checklist on Page 1
    This document expires 24 hours from 5/5/99 11:00 AM unless it is in a controlled manual or the following is completed:

Expiration Date: _____ Expiration Time: _____ Signature: _____

Emergency Response Guideline
Methylamines

1. Determine the Size of the Release
    Refer to ECC Version

2. Determine the Possible Impact Distance

Size	Possible Impact Distance (Miles)	Protection Action Recommended	Odor (Miles)
Small	1/3	No Off Site Impact	>1
Medium	1	Shelter in Place	>5
Large	2	Shelter in Place	~20

3. Will the release have off site impact?
    Yes – Go to the Community Activation Guide
    No – Go to the Action Checklist on Page 1

(Select area and wind direction – then siren)

Go to the Action Checklist on Page 1

<u>SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES</u>
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Subject:	Chemical Release – Sterling Fibers		Revised: 01/28/2004
Section:	5.0 Number: 5.12		Effective: 04/26/1995
Authority:	Sheryl Bracewell		HR approval:

Summary: With all emphasis in trying to minimize hazards to human health or environment from the release of hazardous waste, the following procedures will be followed in the event of a chemical release at the Sterling Fibers Plant.

Policy:

1.   Sterling Fibers will provide the Emergency Communications Center with the release data including the chemical name and category of the release, and the recommended protective actions including evacuation or sheltering in place. Information regarding off plant exposure will determine the type of response.

   a.   Weather information from Air Products will be used in these procedures.

2.   Dispatch Station 12 via plectrons advising all pertinent information.

3.   Notify Emergency Management. (see section 5.0 number 5.09).

4.   Notify Law Enforcement.

5.   Activate the Command Post at the Emergency Management office.

   a.   Emergency Management personnel using the maps and templates will establish evacuation zones and roadblocks.

   b.   The Dialogic system may be activated to notify citizens in affected areas.

6.   Station 12 along with other Emergency Management personnel will provide assistance with evacuation notice and procedures.

   a.   Safety precautions must be taken to prevent personnel from being exposed to any concentrations of chemicals, which may be a health hazard.

7.   The Sheriff's Department will establish roadblocks at areas designated by the Operation's Officer as quickly as possible.

8.   Notify the County PIO.

9.   Notify the medical services and neighboring fire departments to provide assistance as needed.

10.   Notify the County Administrator, Chairman of the Board of County Commissioners, District Commissioner, County Risk Manager and State Warning Point as soon as possible.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Chemical Release – Solutia	Revised: 01/28/2004
Section:	5.0 Number: 5.13	Effective: 04/26/1995
Authority:	Sheryl Bracewell	HR approval:

Summary: With all emphasis in trying to minimize hazards to human health or environment from the release of hazardous waste, the following procedures will be followed in the event of a chemical release at the Solutia Plant.

Policy:

1. Solutia will provide the Emergency Communications Center with the release data including the chemical name and category of the release, and the recommended protective actions including evacuation or sheltering in place. Information regarding off plant exposure will determine the type of response.
   a. Weather information from Solutia will be used in these procedures.
2. Dispatch Station 21 via plectrons advising all pertinent information.
3. Notify Emergency Management. (See section 5.0 number 5.09).
4. Notify Law Enforcement.
5. Activate the Command Post at the Emergency Management office.
   a. Emergency Management personnel using the maps and templates will establish evacuation zones and roadblocks.
   b. The Dialogic system may be activated to notify citizens in affected areas.
6. Station 21 along with other Emergency Management personnel will provide assistance with evacuation notice and procedures.
   a. Safety precautions must be taken to prevent personnel from being exposed to any concentrations of chemicals, which may be a health hazard.
7. The Sheriff's Department will establish roadblocks at areas designated by the Operation's Officer as quickly as possible.
8. Notify the County PIO.
9. Notify the medical services and neighboring fire departments to provide assistance as needed.
10. Notify the Chairman of the Board of County Commissioners, District Commissioner, County Administrator, County Risk Manager and State Warning Point as soon as possible.
11. Refer to the Solutia Guide Book located in the ECC.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Chemical Release – Exxon (Jay)	Revised: 01/28/2004
Section:	5.0 Number: 5.14	Effective: 08/26/1996
Authority:	Sheryl Bracewell	HR approval:

Summary: With all emphasis in trying to minimize hazards to human health or environment from the release of hazardous waste, the following procedures will be followed in the event of a chemical release at the Exxon Plant in Jay. Exxon has the ability to activate their CAN system.

Policy:

1. Exxon uses the CAN, (Community Alert Network) to notify all personnel in the effected area via telephone.
2. Exxon will provide the Emergency Communications Center with the release data including the chemical name and category of the release, and the recommended protective actions including evacuation or sheltering in place. Information regarding off plant exposure will determine the type of response.
3. Dispatch Station 27 via plectrons advising all pertinent information.
4. Dispatch Emergency Management. (See section 5.0 number 5.09).
5. Notify EMS advising the location of the staging area.
6. Notify law enforcement.
   a.   The Sheriff's Department will establish roadblocks as designed by Exxon and / or Emergency Services personnel as quickly as possible.
7. Activate the Mobile Command Post.
8. Notify the County PIO.
9. Notify the Chairman of the Board of County Commissioners, District Commissioner, County Administrator, County Risk Manager, and State Warning Point as soon as possible.
10. When you have received information that the situation is safe, make an announcement of "all clear" to the responders via radio communication.
11. All information should be documented on a CAD report.

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Subject:	Tornado Touch Down		Revised: 01/28/2004
Section:	5.0 Number: 5.15		Effective: 09/10/1996
Authority:	Sheryl Bracewell		HR approval:

Summary: To establish procedures in the event of a report of a tornado touch down.

Policy:
1.   Dispatch the appropriate fire department.
    a.   Assess extent of damage and possibility of injury.
    b.   Rescue assistance.
    c.   Extrication for entrapment.
    d.   Equipment and expertise in use of.
2.   Notify the Emergency Management Director by alphanumeric pager providing all available information. EM Director will respond if requested.
3.   Notify the appropriate law enforcement agency.
4.   Notify Mobile Weather of the incident and advise them the direction of travel if available.
5.   Notify the Chairman of the Board of County Commissioners and the District Commissioner and the County Administrator.
6.   Notify State Warning Point via the telephone.
7.   Document all information on the proper CAD report.
8.   Notify the County PIO.
9.   The Incident Commander and/or the EM Director (or representative) will prepare an informal dollar amount damage assessment and provide to the ECC.
10.   ECC will pass this information to Mobile Weather, SWP and PIO as appropriate.

<u>SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES</u>

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Train Derailments		Revised: 01/28/2004
Section:	5.0 Number: 5.16		Effective: 09/13/1994
Authority:	Sheryl Bracewell		HR approval:

Summary: To establish procedures in the event of a train derailment, accidents, or incidents.

Policy:

1. Dispatch the appropriate fire department(s). Provide all pertinent information to ensure safety of the responders.
    a. Toxic atmospheres.
    b. Potential explosive situations.
    c. Weather and wind direction.
2. Dispatch medical unit(s). The amount dispatched will be determined by the extent of the information provided by the caller. This should be done simultaneously with procedure #1.
3. Notify the appropriate law enforcement agency.
4. Notify Emergency Management. (See section 5.0 number 5.09).
5. Dispatch Life Flight (Baptist Hospital).
    a. Aerial Surveillance.
    b. Medical Treatment.
    c. Transportation.
6. Notify CSX for all train derailments.
7. Notify State Warning Point.
9. Document all information on the proper CAD report.
10. Notify the County PIO.

Subject:	CSX Railroad		Revised: 01/28/2004
Section:	5.0 Number:	5.17	Effective: 04/03/1995
Authority:	Sheryl Bracewell		HR approval:

Summary: Refer to the most current ECC version of this SOG for specific contacts for CSX officials responsible for operations at Pensacola and for emergency contacts regarding train movement, crossing gate/light malfunctions, track problems at grade crossings, etc. for all of Northwest Florida (Century to Chattahoochee).

Policy:

1. Stopping trains in emergencies, derailments, etc. contact the Chief Train Dispatcher.
2. Signals / Grade crossings, lights and gates reports of malfunctions or damage contact the Chief Train Dispatcher.
3. Maintenance of way, spikes sticking up at crossings, potholes, and problems at grade crossings with traveled portion of road over tracks contact separate CSX Phone number.
4. Other contact personnel are listed in the CSX Information book located in the ECC.

NOTE: Be prepared for calls from residences in the area south of the Air Products spur crossing on Mulat Rd.

SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES

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Subject: Pipeline Emergencies   Revised: 01/28/2004
Section: 5.0   Number: 5.18   Effective: 03/31/1995
Authority: Sheryl Bracewell   HR approval:

Summary: Establish procedures for emergency contact 24 hours a day. Refer to the most current ECC
              version of this SOG for specific contacts for the pipelines.

Policy:
      1.   Follow the Fire Dispatch Protocols provided in the ECC when taking this type of call.
      2.   Refer to the Pipeline Guide Book located in the ECC for pipeline
              emergencies.
      3.   There is also a map outlining the locations of pipelines located in the
              Northwest Florida area located in the guidebook.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Water Emergencies		Revised: 01/28/2004
Section:	5.0 Number:	5.19	Effective: 07/29/1996
Authority:	Sheryl Bracewell		HR approval:

Summary: To establish procedures for dispatching units to the scene of water emergencies. The dispatcher on duty may be required to make judgment calls on water related emergencies as far as the extent of response based on the information received.

Policy:

1. Dispatch the appropriate fire department(s) and medical unit(s) providing all available information including a location of the staging area.
2. Dispatch Search and Rescue via the alphanumeric pagers provide all information including a location of the staging area.
3. Dispatch Baptist Flight. If Baptist Flight is not available notify FHP or AirHeart only upon request or dispatcher discretion.
4. Notify all law enforcement.
   a. Local Law Enforcement
   b. U.S. Coast Guard
   c. Fish and Wildlife Conservation Commission

5. The following water apparatus is available at these departments: (Some boats may be owned by individuals and not all boat types are available) *(Refer to ECC Version for list of available watercraft and apparatus)*
   a. Station 13   Bagdad VFD
   b. Station 15   East Milton VFD
   b. Station 17   Holley-Navarre VFD
   c. Station 19   Munson VFD
   d. Station 22   Skyline VFD
   e. Station 23   Milton FD
   f. Station 18   Navarre Beach VFD
   g. Station 18   Navarre Beach VFD
   h. Station 20   Midway VFD
   i. Station 33   Gulf Breeze VFD
   j. Esc. Station 13   Pensacola Beach VFD
   k. Santa Rosa County Sheriff's Department
   l. Gulf Breeze PD
   *The rescue boat from the Sheriff's Department may be obtained by contacting the Sheriff's Department Dispatch Center.

Section: 5.0   Number: 5.19

6. If a report of flares have been sighted is received, the ECC will dispatch the SAR Operations Officer group and notify the appropriate law enforcement agency.
    d. Check with Eglin AFB Watch Commander
    e. Notify U.S. Coast Guard
    f. Notify Florida Fish and Wildlife Conservation Commission

7. Search and Rescue boats radio identification:
    a.   SAR 16   16' Boat
    b.   SAR 20   20' Boat
    c.   SAR 18   18' Boat

8. During dive team missions have a med unit stand by at the staging area.

9. Document all information on a CAD report.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Missing Persons		Revised: 01/28/2004
Section:	5.0 Number:	5.20	Effective: 07/29/1996
Authority:	Sheryl Bracewell		HR approval:

Summary: To establish procedures for dispatching units to the scene of missing persons. The dispatcher on duty may be required to make judgment calls on search and rescue missions as far as the extent of response based on the information received.

Policy:

1. All reports of missing persons are directed to the appropriate law enforcement agency.
    a. If the law enforcement agency requests the assistance of Search and Rescue (SAR), alert the Fire Department whose district the call is in and the SAR Operations Officer group with all pertinent information.
2. Municipalities:
    a. Notify the fire departments of Milton and Gulf Breeze when the incident is located in their confines.
    b. If requested notify the SAR Operations Officer who will offer assistance and resources.
3. Mobile Command Post:
    a. Operations of the mobile command post are included in the group page
4. Dispatch Baptist Flight upon request or dispatcher discretion. In the event Baptist Flight is unavailable contact AirHeart or FHP upon request.
5. Document all information on a CAD report.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	SAR - Other			Revised: 01/28/2004
Section:	5.0 Number:	5.21		Effective: 03/18/2003
Authority:	Sheryl Bracewell			HR approval:

Summary: Establish a procedure for outside agency request for assistance not covered in specific areas of this manual.

Policy:

1.   If a request is made for Search and Rescue to assist in an evidence search or evidence recovery page the SAR Operations Officer group page.

2.   The SAR Operations Officer will contact the ECC for details of the request and make a determination of the resources needed

3.   If the fire department has not been requested notify the Chief and advise him of the activity within the district.

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Subject:	Weather Alerts		Revised: 01/28/2004
Section:	5.0 Number: 5.22		Effective: 07/14/1996
Authority:	Sheryl Bracewell		HR approval:

Summary: Establish procedures to be used concerning weather alerts.
Mobile Weather Service

Policy:
1. All weather alerts requiring immediate attention will be dispatched to all units utilizing the alphanumeric pagers.
    a.   Watches issued between 2200 to 0600 hours will not be broadcast.
    b.   Warnings issued will be broadcast to the affected area(s).
2. Plectron all fire departments, EMS, and schools providing them with all available information.
3. Notify all law enforcement agencies as soon as possible.
4. Notify Gulf Power as soon as possible.
    a. Radio Room
    b. Business Office
    c. Line Crew Department
    •••••Only one department notification is necessary•••••
5. If weather information does not require immediate attention but notification cannot wait until the next business day, utilizing the alphanumeric pagers, notify Emergency Management Director and Communications Manager.
6. Marine watches or warnings will not be announced or paged.
    a.   If a fire department is dispatched, or SAR is dispatched on a mission, in an area affected by a marine watch / warning, be sure to advise them on the watch / warning on initial dispatch.
7. Document all information on a CAD report.

Subject:	Suspicious Mail / Package		Revised:	08/03/2004
Section:	5.0	Number: 5.23	Effective:	10/19/2001
Authority:	Sheryl Bracewell		HR Approval:	

Summary: As a Communication Specialist you are the critical link in recognizing terrorism / weapons of mass destruction (WMD) incidents. The following criteria should be used as a guide. ERR ON THE SIDE OF SAFETY!

Policy:

1.   Suspicious mail / package calls will be forwarded to the proper law enforcement agency.
   a.   NOT opened.
      1.   Law Enforcement will handle. No assistance is required.
   b.   Opened.
      1.   Upon receiving a request from a law enforcement agency for Haz-Mat assistance notify the following.
         a.   Send out Haz-Mat page. Page will include Point of Contact (POC), cell number and where to meet the agency, i.e. residence address, facility, parking lot, cross street.
         b.   Fire Chief in that district with an info page only.
         c.   State Warning Point (SWP).
         d.   Contact the SR Health Department POC by county pager or the Health Department during normal business hours.
         e.   Okaloosa Haz-Mat will be requested through the SWP or contact may be made directly.
2.   Fire and EMS response will only be required when specifically requested by law enforcement or Incident Command.
         a.   In the event Fire and EMS are requested they will be   dispatched to their station for a special detail and instructed to have the Chief contact dispatch by phone.
         b.   Accurate communication of all information will prevent injury to responders.
         c.   All responders will be sent to the staging area provided by the requesting law enforcement agency or Incident Command.
         d.   If this is a large or outdoor incident, contact Mobile Weather and get an updated wind direction and speed for the specific area.
3.   All public information requests and media inquiries will be referred to the law enforcement PIO.
4.   A CAD report will be generated for all responders. Include all pertinent information in the notes.

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Subject:	Natural Gas of Milton		Revised:	01/11/2005
Section:	6.0 Number:	6.01	Effective:	03/25/1995
Authority:	Sheryl Bracewell		HR approval:	

Summary:
To develop and maintain policies and procedures for dispatching Milton Natural Gas (MNG) personnel after hours

Policy:
1. A gas complaint may be as follows and will automatically be considered an emergency and will initiate a page to the on call crew.
   a. A customer calling to report they do not have any gas.
   b. A customer calling to report low gas pressure.
   c. A report of gas odor inside a building or outside.
2. Once the on call crew (MNG 1) is paged, the on call crew will contact the ECC within five minutes via telephone or radio that the page has been received and if possible an estimated time of arrival. If a response is not received within five minutes, the ECC will then page a second time. After five minutes and no response on the second page, the second on call crew (MNG 2) will be paged following the same procedures as the first on call crew. If no response is still received after the second page, contact the MNG Supervisor.
3. A case report will be generated on all Natural Gas of Milton calls received by the ECC with the following information.
   a. Location of the call.
   b. Caller's name and phone number.
   c. Nature of the call.
   d. Time received, dispatched, enroute, arrival and completed.
   e. Safe time as reported by the on call crew. This should be made in the notes field.
4. Reports will be forwarded to MNG monthly.
5. Pager assignments will be:
   a. MNG1 – First on call crew.
   b. MNG2 – Second on call crew.
   c. MNG Supervisor.
   d. Pager assignments will be followed in order.

6.   The ECC will follow the appropriate FPDS to include PAI's / PDI's.
7.   The ECC will simultaneously notify MNG and the fire department whose district the call is located in. The appropriate law enforcement agency will also be notified. SAR will only be notified if requested by MNG or the fire department on the scene or any event needing evacuation. MNG will not be cancelled by any agency and will have control of the scene upon arrival.
8.   Assigned radio numbers are Milton 70 through Milton 77. These are assignments to vehicles only and are not personnel assignments. Radio transmissions will be conducted on "Central Fire".
9.   The ECC personnel will document any problems occurring with MNG on a Dispatcher's Incident Report form and forward it to the Communications Manager. The MNG personnel will also document and problems occurring with ECC personnel and forward it to the MNG Superintendent.
10.   MNG on call personnel:
    a.   Superintendent
    b.   Gas Director
    c.   Technician IV
    d.   Utility Worker
    e.   Utility Worker
    f.   Utility Worker
    g.   Utility Worker
    h.   Utility Worker
    i.   Utility Worker
    j.   Utility Worker

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Subject:	Environmental Management		Revised: 01/11/2005
Section:	6.0 Number: 6.02		Effective: 3/28/1995
Authority:	Sheryl Bracewell		HR approval:

Summary:
To provide defined policy for after hour notification for all divisions under the Environmental Management Department this includes Recycling, Landfill, and Mosquito Control.

Policy:
1.   The ECC will monitor the Control channel in case of maintenance problems or accidents involving vehicles in the Environmental Management Department. Environmental Management employees will conduct their normal business on the Public Works channel.
2.   Upon receipt of a request for a wrecker one of the following one of the following services will be called:
    a.   Cook's Paint & Body
    b.   Kell's Recovery

3.   The ECC has a contact list for the following after hours notifications. Always attempt to page the person needed first if they are listed in the county paging system. If no response after 5 minutes try the page again and allow 10 minutes. If still no response then attempt the phone numbers.
    a.   Mosquito Control
    b.   Landfill
    c.   Recycling

4.   Document any incident where any type of problem occurred and forward to the Operations Supervisor.

Subject:	Bomb Threats			Revised:	01/11/2005
Section:	6.0	Number:	6.03	Effective:	03/28/1995
Authority:	Sheryl Bracewell			HR approval:	

Summary:
Establish procedures for response to a reported or actual bomb threat or incendiary device threat.   The appropriate law enforcement agency is in charge of the scene.

Policy:
1.   The ECC will utilize every effective method to ensure the safety of all responders and civilians when dispatching, transferring, or relaying information on actual bombs, threats of bombs or incendiary devices.
2.   All reports of bombs / incendiary devices shall be viewed as real and presenting a clear and present danger to all responding units and civilians.
3.   Upon receipt of a bomb threat, the ECC will transfer the call to the appropriate law enforcement agency.
    a.   If a threat is reported and the caller hangs up, the ECC will save the call on the instant playback recorder and notify the appropriate law enforcement agency of the information provided.
    b.   An officer may review the call on the instant playback recorder.
4.   The law enforcement agency will provide the ECC with the information to dispatch the fire department, EMS, and Emergency Management personnel if they want them to respond.
5.   If the law enforcement agency request assistance from the fire department they will be dispatched to report to the firehouse and call the ECC by telephone.
    a.   All information will be provided to them when they call.
    b.   The fire department will respond non-emergency to a standby location.
6.   EMS will be dispatched by telephone to respond non-emergency to a standby location.
7.   Notify the Emergency Management Director, Communications Director and Emergency Management Operations Officer by alphanumeric pagers providing all pertinent information. Notify the Risk Manager if it is on county owned property.
8.   Hurlbert Field Command will be requested by the appropriate law enforcement for disposal of the bomb.
    a.   The appropriate law enforcement agency will notify the ECC once Hurlbert Field has been requested.
    b.   Hurlbert Field Command can also provide information or advice once a description of the device has been provided to them.

9.	All personnel will be staged no closer than 300 feet from the building or suspect location.
10.	Radios will not be used to transmit in or around the building or suspect location at any time.
11.	Emergency Management personnel will be available to assist in evacuation upon request.
	a.	The Emergency Manager will determine the units to be dispatched.
12.	All calls from the news media will be directed to the law enforcement agency in charge of the scene.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Animal Complaints		Revised: 01/11/2005
Section:	6.0 Number: 6.04		Effective: 01/16/1997
Authority:	Sheryl Bracewell		HR approval:

Summary:

The emergency communications division will provide prompt and effective dispatch service to callers requesting assistance with animals. The following procedures should be used. Deviations from these procedures should be documented with reasons and forwarded to the Communications Manager. Any type of animal complaint where the caller claims ownership of the animal is their responsibility to take appropriate action. Any type of personnel problems should be documented and forwarded to the Communications Manager. Rudeness will not be tolerated from ECC personnel.

Policy:

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Domestic Animals

Responsible Agency: Animal Control 983-4680 or 939-1677

Monday – Friday 8:00 A.M. – 4:30 P.M.

After hours – Check on call schedule in the ECC.

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1. The Communications Division will generate a CAD report for all requests for Animal Control providing all pertinent information including disposition of the call. (This includes calls from hospitals and law enforcement agencies).
2. The Animal Control Officer on call will be contacted by pager providing all pertinent information. The ACO will contact the ECC acknowledging receipt of the page within five minutes. If acknowledgment is not received during this time frame, another page will be sent allowing five minutes for acknowledgment. If acknowledgment is not received during this time frame, attempt to contact the ACO via Nextel or at their home number provided in the ACO on call schedule. If there is still no reply notify the ACO Director by pager. The ECC will not contact any other agency, group or personnel outside of the county system.
3. The ECC will obtain an estimated time of arrival from the Animal Control Officer (ACO). If the ACO response for the type of emergency call (someone in imminent danger) will be delayed for any reason, the ECC will notify the law enforcement agency whose district the call falls in. This also includes the Heritage Trail.
4. The Animal Control Office will handle all calls regarding domestic animals. This includes bites, attempted attacks, injured, possible rabid, neglected, and abused.
5. The Animal Control Office will handle possible rabid wildlife, only if we are unable to get a prompt response from the Fish and Wildlife Conservation Commission (FWCC).
6. Nuisance type calls (i.e. barking dogs, dogs in trash, etc.) should be referred to the Animal Control Office on the next business day. If the caller specifically requests to talk to a law enforcement officer, the call should be referred to the appropriate agency.
7. After hours, if the call is not of an emergency nature and the caller becomes irate, rude, or insistent to speak with an ACO, take the callers name and telephone number and page the ACO on call advising them of the circumstances.

8.   The appropriate law enforcement agency will be dispatched with an ACO on violent nature type calls, calls involving a firearm or at the request of the ACO. Provide the law enforcement agency with all pertinent information.

9.   Animal Control will provide a monthly on call schedule to the ECC in a timely manner.

10.   Animal Control will conduct their radio traffic with the ECC on the Control channel.

<u>Wildlife</u>
Responsible Agency: Fish and Wildlife Conservation Commission
Twenty – four hours a day: *Refer to ECC version*

1.   The ECC will generate CAD report for all requests for FWCC providing all pertinent information including and estimated time of arrival to the scene. FWCC is listed under Animal Control for CAD documentation.

2.   FWCC will handle all calls regarding wildlife. This includes possible rabid wildlife.

3.   The ECC will caution the caller to remain inside and away from the wild animal until an officer arrives and advise them the information will be given to FWCC who should return their call.

4.   FWCC will be contacted by phone and provided with all pertinent information. The ECC will obtain an estimated time of arrival and will request that FWCC contact the caller and provide them with an estimated time of arrival.

5.   If the FWCC is unable to respond to a possible rabid wildlife call in a prompt manner, the ECC will dispatch the ACO on call and document the incident and circumstances and forward to the Communications Director.

6.   A courtesy follow up call to the caller would be considerate, if time allows.

<u>Dead Animals</u>
County Road Department – Use callout list located in ECC
Department of Transportation – Use the Pager # listed in the ECC version

After hour calls regarding dead animals that are presenting a hazard to the public on county roads will require immediate notification to the County Road Department.

1.   After hours calls regarding dead animals that are presenting a hazard to the public on state roads will require immediate notification to the Department of Transportation.

2.   After hours calls regarding dead animals that are not presenting a hazard to the public should be referred to the appropriate agency the next business day.

<u>Livestock</u>

1.   Refer all livestock complaints to the appropriate jurisdictional law enforcement agency.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject: Navarre Beach Lifeguards   Revised: 01/11/2005
Section: 6.0   Number: 6.05   Effective: 04/06/1995
Authority: Sheryl Bracewell   HR approval:

Summary:
Establish communications procedures between the ECC and Navarre Beach Lifeguards.
There will be three to five lifeguards on duty Monday – Friday and five to seven lifeguards on duty Saturday, Sunday and holidays. Hours are 08:00 – 18:00. Lifeguard dates are dependant on weather conditions and are seasonal. You will be notified by the lifeguards of their duty status.

Policy:
1. Radio I.D. will be "Lifeguard I", "Lifeguard II", and "Lifeguard III". As the lifeguards call in, the number will identify which tower they are assigned to.
   a. Lifeguard I tower is on the Gulf at the east end of the parking lot.
   b. Lifeguard II tower is on the Gulf at the west end of the parking lot.
   c. Lifeguard III's are the senior lifeguards on duty.
2. All communications will be conducted on the South Fire channel and plain language will be used.
3. Upon assuming duty the lifeguards will:
   a. Conduct a radio check to ensure equipment is operating properly.
   b. Provide the ECC with flag and surf conditions.
4. The ECC will immediately update the county web page to reflect the current flag and surf conditions given by the lifeguards.
5. Flag and surf condition changes will be provided to the ECC by radio as soon as possible after the change in condition occurs. The ECC will update the county web page as changes are called in.
6. For any incident requiring additional assistance or response, the following information will be provided by the lifeguards to the ECC:
   a. Type of assistance needed
   b. Nature of the call
   c. Location of the call
   d. Any other pertinent information
7. Notify the Navarre Beach Director *(Refer to ECC version)* by pager for any water rescue involving the lifeguards.
8. The lifeguard tower has an AED.
9. Notify the lifeguard's if a shark attack or sighting has been reported as soon as possible. Provide them with a location and direction of travel if possible.
   a. If there is a confirmed shark attack, notify Navarre Beach Director via pager.
10. The lifeguard's status will be entered in the CAD system.
11. Upon completion of duty the lifeguards will advise out of service for the day.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject: Sign Language Interpreters/TDD Relay   Revised: 01/11/2005
Section: 6.0   Number: 6.06   Effective: 11/15/1994
Authority: Sheryl Bracewell   HR approval:

Summary:
To establish procedures for immediate resources for interpreting sign language and TDD relay services

Policy:
1.   Following is the information for acquiring an interpreter from The Resource for the Hearing Impaired:
        a.   Monday through Friday from 8:30 a.m. – 4:30 p.m. call 433-7128 or office pager *(Refer to ECC version)*.
                After hour's contacts in order to be called: *(Refer to numbers in ECC version)*
2.   These services are not necessarily free and a charge may be incurred by the provider.
3.   TDD relay services for Florida: 711 or 1-800-955-8771 / TDD
                                                      1-800-955-8770 / Voice
4.   Resource Center for the Hearing Impaired: 433-7128

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Subject:	Traffic Light Outages		Revised: 01/11/2005
Section:	6.0 Number:	6.07	Effective: 09/02/1999
Authority:	Sheryl Bracewell		HR approval:

Summary:
To provide immediate notification of traffic light outages, which will not only interrupt traffic flow, but also endanger the public.

Policy:
1. Upon receiving a report of a traffic light outage the ECC will immediately notify the law enforcement agency that has jurisdiction.
2. The law enforcement agency which the outage has been reported to will be responsible to verify and report the outage to the appropriate company to make repairs.
3. It will also be the responsibility of law enforcement to provide traffic control to ensure the safety of motorists until the outage has been corrected.

SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Escambia River Electric Co-op- EREC	Revised:	01/11/2005
Section:	6.0 Number: 6.08	Effective:	04/03/1995
Authority:	Sheryl Bracewell	HR approval:	

Summary:
To establish a contact list for emergencies for Escambia River Electric Co-op, also known as EREC.

Policy:
1. In the event of an emergency involving REA (i.e. downed lines, house fires, electrocutions) and immediate notification is needed call the following:
    a. Business hours Monday through Friday 7:30 a.m. – 4:00 p.m.: 675-4521
    b. After hours and weekends (this number is <u>not</u> to be given out): *(Refer to ECC Version)*

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Subject: County and State Road Contacts   Revised: 06/03/2005
Section: 6.0   Number: 6.09   Effective: 12/18/1996
Authority: Sheryl Bracewell   HR approval:

Summary:
To establish procedures to be used for emergency road hazard situations for county and state roads.
County Road and Bridge: (Refer to number in ECC version). Office hours Monday through Friday 7:00 a.m. – 3:30 p.m.
Department of Transportation: (Refer to numbers in ECC version) Monday through Thursday 6:30 a.m. – 5:00 p.m.

Policy:
1.   Calls received during normal business hours should be transferred or information relayed to the County Road and Bridge Department or the Department of Transportation.
2.   For the County Road and Bridge after normal business hours and for emergency situations only refer to the "on-call" book located in the ECC (allow 15 minutes for response before contacting alternates). Try pager and phone numbers provided before moving on.
3.   If the employees listed in the "on-call" book cannot be reached, the following Road Foreman shall be contacted according to which area the problem is in:
    a.   District one – Pace, Avalon, Garcon Point
        (Refer to numbers in ECC version)

    b.   District two – Milton, Bagdad, Munson Hwy (South of Juniper Creek).
        (Refer to numbers in ECC version)

    c.   District three – Jay, Chumuckla, and north of Berryhill Rd. and west of Pond Creek, north of Willard Norris Rd. east of Pond creek
        (Refer to numbers in ECC version)

    d.   District four – Berrydale, Fidelis, East Milton, Harold, Munson
        (Refer to numbers in ECC version)

    e.   District five – South end of the county
        (Refer to numbers in ECC version)

4.   For the Department of Transportation (state roads) after normal business hours and for emergency situations only call:

     a.   After hour contact for Roadway Damage/Assistance: (Refer to numbers in ECC version)

     b.   After hour contact for Navigational/Roadway Lighting: (Refer to numbers in ECC version) Home phone numbers are not to be released.

5.   The appropriate road department will be contacted for any type road hazard needing immediate attention including but not limited to:

     a.   Dead animals or debris causing a traffic problem

     b.   Road / bridge wash out or damage presenting an immediate hazard

     c.   Road / bridge blockage presenting immediate hazard

     d.   Tacks / nails in road

     e.   Roads / bridges that are flooded or iced over

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject: Trauma Intervention Program (TIP)   Revised: 01/11/2005
Section: 6.0   Number: 6.11   Effective: 06/06/1995
Authority: Sheryl Bracewell   HR approval:

Summary:
Trauma Intervention Program (TIP) is available to Santa Rosa County for any type traumatic incident. To contact TIP on call personnel (Refer to numbers in ECC version).

Policy:
1.   TIP may be contacted for a various number of situations that involve trauma to an individual.
2.   TIP may be requested by any public safety agency.
3.   It is recommended that the ECC remind the EMS crews, fire crews, etc. of TIP by asking if TIP is needed at the scene after death has been verified.
4.   Obtain an ETA from the TIPS Volunteer.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	School Transport Emergency Contacts	Revised: 01/11/2005
Section:	6.0 Number: 6.12	Effective: 06/06/1995
Authority:	Sheryl Bracewell	HR approval:

Summary:
In case of an emergency at the Santa Rosa County School Transportation Department (6554 Firehouse Rd.) or with a school bus, contact one of the persons listed below.

Policy:
1. Notification should be made in the order listed: (Refer to order and numbers in ECC version)
2. If there are 5 or more injuries refer to the MCI policy.
3. The EMS backup radio located between Position #1 and Position #3 has three school bus radio frequencies located as follows:
    a. Channel 14 – Milton buses
    b. Channel 15 – South end buses
    c. Channel 16 – North end buses

Subject: High Angle Rescue Team   Revised: 01/11/2005
Section: 6.0   Number: 6.13   Effective: 01/30/1996
Authority: Sheryl Bracewell   HR approval:

Summary:
Champion has advised us that they have a High Angle Rescue Team that may be utilized in our county if needed. They may be contacted as listed below.

Policy:
1.   During the hours of Monday through Friday, 7:00 a.m. – 3:00 pm, refer to contact numbers in ECC version
2.   Contact security (Refer to numbers in ECC version) during all other hours or if contact cannot be made with daytime contact
       a.   Security will page the High Angle Rescue Team.
3.   Provide all pertinent information needed for the High Angle Rescue Team to respond appropriately.
4.   A case report will be made when the High Angle Rescue Team is dispatched by the ECC.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject:	Risk Management		Revised: 01/11/2005
Section:	6.0 Number:	6.14	Effective: 02/13/2003
Authority:	Sheryl Bracewell		HR Approval:

Summary:

Following are the procedures for notification of the Risk Management Department and Communications Director in event of injuries sustained on county property and by on duty county employees.

Policy:

1.   The SR County H.R. Director and Communications Director, are to be notified if any employee, vehicle or equipment of the Board of County Commissioners, Sheriff's Office, Clerk of Court, Property Appraiser, Tax Collector or Supervisor of Elections is involved in an accident with or without injury while on duty or in the course of their employment, as soon as time allows. This includes any officer-related shooting occurring in Santa Rosa County.

   a. Refer to ECC Versions for Names and Contact numbers.

2.   If you become aware of any accident or injury that occurs on county property whether it is a citizen or employee, refer to ECC version for contacts to notify as soon as time allows.

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Subject: Town of Jay Utilities   Revised: 01/11/2005
Section: 6.0   Number: 6.15   Effective: 02/19/2003
Authority: Sheryl Bracewell   HR approval:

Summary:
To develop and maintain policies and procedures for dispatching Town of Jay Utilities to include water, sewer and natural gas in their service area

Policy:
1.   Any request for assistance for water, sewer or natural gas problem within the confines of the Town of Jay Utilities service area, the following contact can be made.
      a.   During business hours or after hours the following number can be utilized: (Refer to ECC Version) This phone number is forwarded to the on call personnel automatically during non-business hours. Note: If this is a possible natural gas leak dispatch the appropriate fire department along with the Town of Jay Utilities.

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject: Building Maintenance-After Hours   Revised: 01/11/2005
Section: 6.0   Number: 6.16   Effective: 04/21/2003
Authority: Sheryl Bracewell   HR approval:

Summary:
To develop and maintain policies and procedures for notifying personnel with the Santa Rosa County Building Maintenance Department

Policy:
1.   If the problem is with the Emergency Management Facility, (Refer to ECC versions for Contacts) prior to contacting Building Maintenance.

2.   In the event you need Building Maintenance to respond to a problem at a county maintained building or park after normal business hours page "Building Maint On Call" in the county paging system. Allow 15 minutes and if no response has been given page a second time and allow 5 minutes. If no response has been given after the second page refer to the Building Maintenance on call schedule and attempt to make contact with the numbers provided for the on call person. If no contact is still made contact the following personnel in order at home first then by Nextel and pager.
       (Refer to ECC versions for Contacts)
3.   If there is an electrical problem and you are unable to make contact with Building Maintenance you may then contact Riley Electric at the following numbers:
       (Refer to ECC versions for Contact and Numbers)

NOTE TO RESPONDERS: *Certain details (Names, phone numbers, and sensitive details) have been deleted for security purposes and are available to emergency responders through Santa Rosa County Emergency Management's Emergency Communications Center (ECC)*

Subject: Milton Library   Revised: 01/11/2005
Section: 6.0   Number: 6.17   Effective: 07/02/2004
Authority: Sheryl Bracewell   HR approval:

Summary:
To develop and maintain policies and procedures for notifying personnel for building and grounds maintenance for the Milton Library

Policy:
1.   In the event you need Building Maintenance to respond to a problem at Milton Library after normal business hours page "Building Maint On Call" in the county paging system. Allow 15 minutes and if no response has been given page a second time and allow 5 minutes. If no response has been given after the second page refer to the Building Maintenance on call schedule and attempt to make contact with the numbers provided for the on call person. If no contact is still made, contact the following personnel in order at home first then by Nextel and pager. (Refer to ECC versions for Contact and Numbers)

2.   If you need to contact someone in the Library administration for other matters, contact the following in the order listed. (Refer to ECC versions for Contact and Numbers)

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Subject: Facilities Monitor   Revised: 01/11/2005
Section: 6.0   Number: 6.18   Effective: 07/02/2004
Authority: Sheryl Bracewell   HR approval:

Summary:
Santa Rosa County has a facilities monitor. (Refer to ECC version for details.)

Policy:
1.   The Facilities Monitor checks on county-owned properties after hours.
2.   In the event the Facilities Monitor encounters any problems he has been instructed to contact the ECC using the Control channel. The ECC will contact the appropriate agency or personnel at the Facilities Monitors request with all information.
3.   The Facilities Monitor unit number is 618.

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Subject: Hurricane Plan Revised: 05/17/2005
Section: 10.0 Number: 10.01 Effective: 06/24/1999
Authority: Sheryl Bracewell HR approval:

Summary:
During hurricane season it is of great importance the ECC staff in its entirety is familiar with hurricane conditions and what their effect can be on the population of Northwest Florida. By familiarizing yourselves with the conditions you will be better prepared to perform your duties in the ECC and making sure your personal belongings and family have a solid plan. It may be necessary for you to be apart from your families for extended periods of time so be prepared.

Policy:
1.   The following are the four Hurricane Conditions that will affect ECC:
   a. Hurricane Condition #4: Seventy-two (72) hours prior to the forecast of hurricane gale force winds, or storm enters the Gulf of Mexico
   b. Hurricane Condition #3: Forty-eight (48) hours prior to the forecast arrival of hurricane gale force winds.
   c. Hurricane Condition #2: Twenty-four (24) hours prior to the forecast arrival of hurricane gale force winds.
   d. Hurricane Condition #1: Twelve (12) hours prior to the forecast arrival of hurricane gale force winds.

2.   The following will outline hurricane categories:

Category	Winds (MPH)	Sea / Tidal Surge (FT)
1	74-95	4-5
2	96-110	6-8
3	111-130	9-12
4	131-155	13-18
5	Over 155	Over 18

   a.   Category 1 – Winds of 74 to 95 MPH. Damage primarily to shrubbery, trees, foliage and mobile homes. No real wind damage to other structures. Some damage to poorly constructed signs. Low lying coastal roads inundated, minor pier damage, some small craft in exposed anchorage torn from moorings.

b.   Category 2 – Winds of 96 to 110 MPH. Considerable damage to shrubbery and tree foliage, some trees blown down. Major damage to mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials of buildings, windows and door damage. No major wind damage to buildings. Considerable damage to piers, marinas flooded and small craft in unprotected anchorage torn from moorings.

c.   Category 3 – Winds of 111 to 130 MPH. Foliage torn from trees, large trees blown down. Practically all poorly constructed signs blown down. Some damage to roofing materials of buildings, some window and door damage. Some structural damage to small buildings. Mobile homes destroyed. Serious flooding at coast and many smaller structures near coast destroyed larger structures near the coast damaged by battering waves and floating debris.

d.   Category 4 – Winds of 131 to 155 MPH. Shrubs, trees and all signs are blown down. Extensive damage to roofing materials, windows and doors. Complete failure of roofs on many small residences. Complete destruction of mobile homes. Major damage to lower floors of structures near shores due to flooding, floating debris and battering by waves. Major erosion of beaches.

e.   Category 5 – Winds greater than 155 MPH. Shrubs, trees and all signs are blown down. Very severe and extensive damage to windows and doors. Complete failure of roofs on many residences and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes.

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Subject:	Hurricane Plan-Operational		Revised: 05/17/2005
Section:	10.0 Number:	10.02	Effective: 05/17/2005
Authority:	Sheryl Bracewell		HR approval:

Summary:

In the time of disaster and / or major emergencies, the Emergency Communications Center (ECC) personnel will be placed on immediate stand by. If weather conditions are severe in Santa Rosa County, all personnel must be prepared to report to work and stay for an extended period of time. It is recommended that personnel bring adequate supplies of toiletries, clothing, snacks, medications, etc. to last at least forty-eight hours. The type of emergency will determine the number of personnel needed and the length of time they may be required to stay. Personnel should prepare their homes and personal belongings within forty-eight hours of predicted landfall and be prepared to assume duty assignments as scheduled. All other personnel will be on emergency call and notified when to report for duty as needed.

Policy:

1. The following procedures are for the Communications Division only and are not intended to conflict with or change any plans or policies existing from the Emergency Management Division and / or the State Division of Emergency Management.
   I. Hurricane Condition #4:
      a. The Communications Director will be notified and report to the Emergency Operations Center for a briefing with the Emergency Management Director and other agencies involved.
      b. The Operations Supervisor will be placed on stand by and will be briefed by the Communications Director.
      c. Communications Specialists should check pagers to ensure they are functioning properly and will be required to monitor pagers until the threat of a hurricane is past. If you are paged and placed on call, you will be provided with two (2) hours of overtime.
      d. Radio Maintenance will be contacted and will conduct a maintenance check on tower equipment and generators.
      e. The Communications Director will notify the Computer Department and brief them on the situation.

   II. Hurricane Condition #3:
      a. All ECC Management Team will be placed on stand by alert.
      b. Communications Specialists will be placed on stand by alert.
      c. The on duty ECC Specialists will prepare for manual dispatching in the event of failure.
      d. Personnel should prepare their homes and personal belongings.

   III. Hurricane Condition #2:
      a. Management Team will report to the ECC for duty.
      b. Communications Specialists will report to the ECC for duty as called.

c. An employee from the Computer Department will report to the ECC at the discretion of the Communications Director.
d. Briefing will be held in the radio room and Specialists will be assigned duties.
e. All other personnel to be called in will be done on a "need to" basis with consideration to safe response and road travel.

IV. Hurricane Condition #1:
a. All ECC operations should be fully activated.
b. All Emergency Operations Center (EOC) operations should be fully activated.
c. "EMERGENCY RULE" will be invoked and all EMD and EFD duties will be suspended. It will be up to the Shift Supervisor to assign a priority to calls based on the information provided by the call taker.
d. All Specialists and anyone taking calls will refer to the pre-designed questions provided specifically for hurricane conditions to ensure proper information is being gathered.

2. The following duties will be assigned during this disaster:
a. Communications Director – Duties assigned by the Emergency Management Director during briefing. Coordinate and assign duties for the ECC. Conduct daily briefings with the ECC.
b. Operations Supervisor – Duties assigned by the Communications Director.
c. Shift Supervisor – Coordinate and prioritize calls being received by the ECC. The Shift Supervisor will not work a position and will be available to all Specialists for relief and assistance.
d. Radio Operators – Receives and transmits all pertinent information and documents incident information.
e. Phone Operators – Receives and transfers all incoming calls to the appropriate agency or volunteer representatives. Maintain a message log, relays, and processes information as needed.
f. Runner – Relay messages between appropriate personnel and other duties assigned by the Communications Director. Activate community alert system as instructed by the Emergency Management Director or Communications Director.

3. Support Services:
a. E9-1-1 Coordinator – Responds to the ECC to ensure the 9-1-1 system is operating properly. Coordinates repair to system as needed.
b. Computer Services – Will respond to the ECC as required by the Communications Director. A back up tape will be made copying all recent computer data.
c. As conditions warrant, additional Specialists may be called for duty and will be assigned duties upon arrival.

4. Recovery Operations:
a. Recovery duties will be assigned after the Emergency Management Director completes initial damage assessment. Communications Specialists may be required to work in a remote Command Post area.
b. Specialists that were not called to duty during the actual hurricane conditions will be the first to be assigned recovery duties.

c. Entrance to the ECC will be allowed to <u>essential</u> personnel having immediate business in the ECC.
d. All leave requests approved prior to the hurricane will be rescinded and no leave may be granted for a period of up to 30 days after a hurricane has impacted Santa Rosa County unless extenuating circumstances exist.

SRC EMERGENCY MANAGEMENT COMMUNICATIONS -STANDARD OPERATING GUIDELINES

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Subject: Hurricane Call Taking   Revised: 05/17/2005
Section: 10.0   Number: 10.03   Effective: 05/17/2005
Authority: Sheryl Bracewell   HR approval:

Summary:

During a hurricane there will be times when the "Emergency Rule" will be invoked by the ECC. While the time frame will vary from storm to storm the ECC Specialists need to have a list of hurricane specific questions in place. This will ensure adequate information is gathered for responders when conditions allow them to begin recovery and search & rescue operations.

1. Name, address and phone number will be obtained from all callers. ***In addition to an address it is very important to get some sort of house description i.e. 3rd house on the left after you turn north from Highway 98 on College Dr. This is important in the event the numerical address has been blown off, structure collapse or the structure is partially submerged.

2. How many persons are in the structure?

3. Are there any injuries to anyone in the structure? If so, what type of injuries and how many are injured?

4. Can you safely seek shelter in another portion of the structure?

5. Can you access the attic or upper floor? If so, do you have an emergency escape in the event the attic space is compromised by flooding or collapse?

6. Are there any flotations nearby you can get? i.e. life vest, air mattress, tire inner-tube, pool float, boogie board, canoe.

7. If you discover you are safe and no longer require emergency evacuation after the storm please call back to advise us to cancel. This will free up responders for other locations they may be needed.